

**WARM-UP**

**1. "Would You Do It?" Analyze ethical dilemmas and make quick decision.**

**Situation A:** You damage a customer's car while repairing it. Nobody sees you. What do you do?

|                 |                          |                       |
|-----------------|--------------------------|-----------------------|
| A. Say nothing. | B. Tell your supervisor. | C. Blame a colleague. |
|-----------------|--------------------------|-----------------------|

**Situation B:** A customer pays for a new car part, but you install a cheaper used part without asking.

|                                       |                                               |                              |
|---------------------------------------|-----------------------------------------------|------------------------------|
| A. It is acceptable if the car works. | B. Explain the change and ask for permission. | C. Do not tell the customer. |
|---------------------------------------|-----------------------------------------------|------------------------------|

**Situation C:** You see a colleague working with electrical equipment without following safety rules.

|                          |                                                  |                                     |
|--------------------------|--------------------------------------------------|-------------------------------------|
| A. Ignore the situation. | B. Warn the colleague and report a serious risk. | C. Take a photo and post it online. |
|--------------------------|--------------------------------------------------|-------------------------------------|

**2. Answer the questions.**

- Why is honesty important at work?

- How can one person's actions affect other people?

**3. "The Values of a Good Professional" Completes the sentence.**

A good automotive professional should be

\_\_\_\_\_ , \_\_\_\_\_  
\_\_\_\_\_ because \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**VOCABULARY**

**4. Match the words with their definitions.**



- |                          |                                                       |
|--------------------------|-------------------------------------------------------|
| 1. Honesty               | A. Treating people equally and without discrimination |
| 2. Accountability        | B. Protecting private information                     |
| 3. Confidentiality       | C. Caring about the community and the environment     |
| 4. Fairness              | D. Telling the truth                                  |
| 5. Social responsibility | E. Accepting responsibility for your actions          |
| 6. Integrity             | F. Doing the right thing even when nobody is watching |

**5. Responsible or irresponsible?**

1. A mechanic explains the real cost of a repair.
2. An auto electrician ignores a damaged cable.
3. A bodywork specialist wears the required protective equipment.
4. A technician shares a customer's phone number online.
5. A worker separates used batteries for safe disposal.
6. An employee hides a mistake from the supervisor.



## READING

### 6. Read the text and identify the main ethical values described in it.

#### Ethics: More Than Repairing Cars

Working in an automotive workshop is not only about repairing engines, changing tyres or fixing damaged bodywork. It is also about making responsible decisions. Mechanics, auto electricians and bodywork specialists have an important duty to their customers, colleagues and the community.

**Honesty** is one of the most important professional values. Customers trust technicians to explain problems correctly and charge a fair price. A mechanic should not invent a fault to earn extra money. If a technician discovers an additional problem, they should explain it to the customer and ask for permission before doing extra work. If a mistake happens during a repair, the employee should report it instead of hiding it.

**Safety** is another essential responsibility. Automotive workers use tools, electrical equipment, chemicals and heavy parts. They must follow workshop rules, wear suitable protective equipment and keep their working areas clean. An auto electrician, for example, should never ignore a damaged cable. A bodywork specialist must use the correct protection when painting or working with dust. Safe behaviour protects workers, customers and other people.

**Respect and teamwork** make a workshop a better place to work. Employees should listen to one another, share useful information and help colleagues when necessary. They must not make fun of others, discriminate against people or blame colleagues unfairly. When a problem occurs, the team should look for a solution together.

Automotive professionals also have a **social and environmental responsibility**. Used oil, batteries, tyres and chemicals can damage the environment if they are thrown away incorrectly. Workers should separate waste and follow safe disposal procedures. They can also reduce waste by reusing suitable materials and recycling where possible.

Finally, professionals must protect customer information. They should not share private details, photographs of customers or information about their cars without permission.

Professional ethics help build trust. A responsible technician does not simply ask, "Can I do this?" They also ask, "Is it safe, honest and fair?" Good technical skills are important, but ethical behaviour makes a professional truly reliable.

### 7. Answer the questions using the text.

1. Why is honesty important in an automotive workshop?

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2. What should a technician do after discovering an additional problem with a customer's car?

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3. Give two examples of safe behaviour at work.

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4. How can automotive workers protect the environment?

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5. Why must employees protect customer information?

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### 8. Complete the sentences. Use the words from the box.

1. A technician should ask for \_\_\_\_\_ before doing extra work. 2. Following workshop rules helps protect \_\_\_\_\_. 3. \_\_\_\_\_ means telling the truth and not hiding mistakes. 4. Good \_\_\_\_\_ helps colleagues solve problems together. 5. Correct waste disposal protects the \_\_\_\_\_.

### 9. True or False? Correct the false statements orally.

1. A mechanic may invent a fault to earn more money.
2. An auto electrician should report a damaged cable.
3. Employees should share customers' private information online.
4. Workshop workers should dispose of used oil safely.
5. Professional ethics are important only for managers.



## LISTENING

### 10. Listen to the podcast: "Doing the Right Thing at Work". Recognise ethical problems and identify responsible decisions. Choose the correct answer.

1. Why did the mechanic not begin the additional repair?  
A. The tools were missing.  
B. The customer had not given permission.  
C. The supervisor was absent.
2. What did the auto electrician discover?  
A. A damaged cable.  
B. A broken window.  
C. An empty oil container.
3. How does the workshop manage used oil?  
A. It pours it into a drain.  
B. It puts it in ordinary bins.  
C. It collects it in special containers.
4. What should employees do with private customer photographs?  
A. Share them with friends.  
B. Protect them and ask permission before sharing.  
C. Publish them online.

### 11. Listen again and complete the gaps.

1. The mechanic showed the customer a repair \_\_\_\_\_. 2. The auto electrician informed the \_\_\_\_\_ about the damaged cable. 3. Employees should separate old batteries and metal parts for safe disposal or \_\_\_\_\_. 4. Technical problems should be explained in \_\_\_\_\_ language.

### 12. Identify the values.

| Action                                          | Value |
|-------------------------------------------------|-------|
| 1. Explaining extra costs before beginning work |       |
| 2. Reporting a dangerous cable                  |       |
| 3. Collecting used oil safely                   |       |
| 4. Explaining a problem in simple language      |       |

## SPEAKING

### 13. "What Would You Do?" Group discussion of ethical dilemmas.

#### Useful speaking expressions

In my opinion, ... / I think the responsible choice is ... / The worker should ...  
It is important because ... / I agree/disagree because ... / If I were the technician, I would ...



**Identify the ethical values which should be respected in each situation.**

| <b>Dilemma A:<br/>The hidden mistake</b>                                                                                         | <b>Dilemma B:<br/>Safety or speed?</b>                                                                                                                   | <b>Dilemma C:<br/>Waste and the environment</b>                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| An automechanic damages a car part during a repair. The customer is coming to collect the car soon. What should the mechanic do? | An auto electrician notices a damaged cable, but the team is behind schedule. A colleague says, "Ignore it. We must finish quickly!" What should happen? | A bodywork specialist has used paint materials and other workshop waste. A colleague suggests putting everything into an ordinary bin. What is the responsible solution? |
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**14. Role-play: "An Ethical Problem in the Garage". Work in group of three.**

**Student A — Automotive Technician**

You discover an additional fault during a repair. Explain the problem honestly and recommend a solution.

**Student B — Customer**

You expected a cheaper repair. Ask questions about the fault, the cost and the safety risks. Decide whether to approve the extra work.

**Student C — Workshop Supervisor**

Check whether the technician is honest, follows safety rules and respects the customer. Suggest an ethical solution.

make notes

## WRITING

**15. "A Responsible Professional". Write a short email or message of 80–100 words to a new employee in an automotive workshop. Give advice about ethical behaviour at work.**

**Include:**

at least three ethical values / two examples of responsible workplace behaviour  
one piece of advice about safety or the environment / a concluding sentence about professional responsibility